



Aging and Disability Services Division

Request for Information No. 1201

for

Personal Assistance Services

Release Date: October 27, 2011

Deadline for Submission: December 2, 2011, 5:00 pm

For additional information, please contact:

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(TTY for the Deaf or Hard of Hearing: 1-800-326-6868.

Ask the relay agent to dial 1-775-687-0561 /V.)

See Page 4, for instructions on submitting a response.



The Request for Information (RFI) process is different from an Invitation to Bid. Under this RFI, the State is asking vendors only to describe their ability to meet our agency's stated need, as specified below. Responses will be used to gauge the personal care agency market's capacity to provide services outlined in this RFI, and to report to the Nevada Legislature and other policymakers for future planning.

1. OVERVIEW OF PROJECT

- 1.1 The Aging and Disability Services Division (Division) recently changed from a single vendor to a multi-vendor approach in contracting for Personal Assistance Services (PAS). In March 2011 the long-term PAS grantee provided notice of their intent to discontinue their PAS program effective June 2011. Because of the relatively short notice, the Division needed to proceed in a manner that would ensure continuity of services.

Due to the short time frame available, the Division was unable to undertake a competitive bidding process and issue a new grant to a single vendor. There was also insufficient time to issue a competitive contract to a single provider. The only other option was to consider multi-vendor provider agreement model, which had worked well in delivering services for the Division's other in-home care programs. Beginning in June 2011, this is the model under which the PAS program has operated.

The purpose of this RFI is to gauge the capacity of Nevada's Personal Care Agencies to provide PAS under a single-vendor model in the future, and to advise policymakers on the benefits and drawbacks of returning to such a model.

- 1.2 The Division is also surveying PAS recipients to garner their satisfaction with the recent change from single to multi-vendor services.
- 1.3 The PAS program currently reimburses \$17 per hour for the skilled and unskilled services provided to program recipients. Under the previous grant structure, an additional \$1.50 per hour was paid for the handling of administrative tasks, such as eligibility determination, intake, assessments, case management, and information and referral.
- 1.4 The responses from this RFI and the recipient survey will be compiled and a report issued to the Nevada Legislature by December 31, 2011.

2. **SCOPE OF WORK**

2.1 **Purpose**

This RFI will assist the Division in assessing the capacity of Nevada's Personal Care Agencies to provide PAS under a single-vendor model, and to advise policymakers on the benefits and drawbacks of operating under such a model.

2.2 **Content**

The Division asks that Personal Care Agencies respond to the following questions:

- 2.2.1 What is the name, address and phone number of your company, as well as the name and e-mail address of the person writing the response?
- 2.2.2 What is your company's corporate structure? For example, is it a C-corporation, S-corporation, LLC, limited partnership or sole proprietorship? Also, is it a for-profit or non-profit entity?
- 2.2.3 What is your current geographic operating area in Nevada? Where are your office(s) located?
- 2.2.4 Is your company a licensed Personal Care Agency through the Bureau of Health Care Quality and Compliance?
- 2.2.5 Is your company a certified Intermediary Service Organization through the Aging and Disability Services Division?
- 2.2.6 Is your company a provider of PCA services for Nevada Medicaid?
- 2.2.7 Does your company currently provide eligibility determinations for any of the funding entities that contract with your company? If so, please describe the nature of the work and the manner in which it is reimbursed.
- 2.2.8 Does your company currently provide case management services for any of the funding entities that contract with your company? If so, please describe the nature of the work and the manner in which it is reimbursed.
- 2.2.9 Please briefly describe the system you use to track client service information, such as basic demographics, service beginning and closure dates, plan of care details, and case service notes.
- 2.2.10 If your company is a non-profit entity, does it raise funds to supplement the dollars received through provider contracts? If so, how are these funds generally utilized?
- 2.2.10 If the Division were to offer the PAS program to a single, statewide vendor after a competitive proposal process, what challenges would your company face in order to prepare itself to offer PAS services statewide (including in remote, rural communities)? There are approximately 150 program clients at this time—100 in northern Nevada and 50 in southern Nevada—with a need to further diversify.

2.2.11 How likely would your company be to compete in such a competitive proposal process—very likely, somewhat likely, somewhat unlikely, very unlikely, it would not?

2.2.12 Is there any additional information or insights that you would like to share with the Division, relative to the provision of PAS services or the vendor model under which the PAS program operates?

2.3 **Submittal Instructions**

Prior to formal responses being submitted, the Division will accept questions and/or comments in writing, by e-mail, regarding this RFI as follows:

Questions must reference the identifying RFI number and be addressed to the State of Nevada, Aging and Disability Services Division, Attn: Vicki Puccinelli, e-mailed to vkpuccinelli@adsd.nv.gov. The deadline for submitting questions is November 7, 2011 at 11:59 PM, Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed to vendors submitting questions on or about November 11, 2011. The questions and answers will be posted on the Division's Website at [<http://dhhs.nv.gov/ODS_Programs_PersonalAssistanceService.htm>](http://dhhs.nv.gov/ODS_Programs_PersonalAssistanceService.htm).

Please provide company name, phone number, e-mail address, and contact person when submitting questions.

2.4 **RFI Timeline**

<i>TASK</i>	<i>DATE/TIME</i>
Release date	October 27, 2011
Deadline for submitting questions	November 7, 2011 at 11:59 PM
Answers to all questions submitted will be available on or about	November 11, 2011
RFI responses due no later than	<u>December 2, 2011 at 5:00 PM</u>

NOTE: These dates represent a planned schedule of events. The Division reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

3.0 **Proposal Submission Requirements:**

Vendors shall submit their response by e-mail to vkpuccinelli@adsd.nv.gov either in the body of an e-mail or through an attached Microsoft Word document. The subject of the e-mail should read **“Response to RFI No. 1201.”**

The response should be received at the e-mail address referenced above no later than 5:00 Pacific Time, on December 2, 2011. Vendors may submit their proposal any time prior to the above stated deadline.

Thank you for your interest and response to this Request for Information.